

What is claimed is:

1           1.     An apparatus for interfacing between a systems management system  
2 and a remote services system comprising:  
3           a systems management application program interface;  
4           a systems management integrator application program interface, the systems  
5           management integrator application program interface providing a  
6           normalization point where data from the systems management system  
7           is normalized to a remote services system standard; and  
8           an integrator coupled between the systems management application program  
9           interface and the systems management integrator application program  
10          interface, the integrator collecting and detecting information from the  
11          systems management system.

1           2.     The apparatus of claim 1 wherein the systems management integrator  
2 application program interface includes:  
3           a forward calls component, the forward calls component providing forwards  
4           calls from the systems management system to the remote services  
5           system.

1           3.     The apparatus of claim 2 wherein the systems management integrator  
2 application program interface includes:  
3           a back-channel calls component, the back-channel calls component providing  
4           back-channel calls from the remote services system to the system  
5           management system.

1           4.     The apparatus of claim 1 wherein the systems management integrator  
2 application program interface provides generic message interfaces as well as specific  
3 message interfaces, the specific message interfaces being provided to enable the  
4 remote services system to handle a message without having to inspect the contents of  
5 the message.

1           5.     The apparatus of claim 4 wherein the specific message interfaces  
2 include an alarm message.

1           6.     The apparatus of claim 4 wherein the specific message interfaces  
2 include an event message.

1           7.     The apparatus of claim 4 wherein:  
2 the generic message interfaces includes data, the data including a class, and  
3 the integrator sets the class of the data.

1           8.     The apparatus of claim 3 wherein the systems management integrator  
2 application program interface:  
3 provides support for declaring capabilities of a support instance at registration  
4 time via the forward channel, and  
5 provides support for a request of the capabilities of the support instance via the  
6 back-channel after registration time.

1           9.     The apparatus of claim 1 wherein the systems management integrator  
2 application program interface provides an interface between the integrator and a  
3 remote services infrastructure.

1           10.    The apparatus of claim 8 wherein the systems management integrator  
2 application program interface is coupled to a remote services proxy of the remote  
3 services infrastructure.

1           11.    A systems management integrator application program interface for a  
2 remote services system comprising:  
3 a forward calls component, the forward calls component providing forwards  
4 calls from a systems management system to the remote services  
5 system; and  
6 a back-channel calls component, the back-channel calls component providing  
7 back-channel calls from the remote services system to the system  
8 management system.

1           12.    The systems management integrator application program interface of  
2 claim 11 wherein the systems management integrator application program interface

3 provides generic message interfaces as well as specific message interfaces, the  
4 specific message interfaces being provided to enable the remote services system to  
5 handle a message without having to inspect the contents of the message.

1 13. The systems management integrator application program interface of  
2 claim 12 wherein the specific message interfaces include an alarm message.

1 14. The systems management integrator application program interface of  
2 claim 12 wherein the specific message interfaces include an event message.

1 15. The systems management integrator application program interface of  
2 claim 12 wherein

3 the generic message interfaces includes data, the data including a class, and  
4 an integrator sets the class of the data.

1 16. The systems management integrator application program interface of  
2 claim 11 wherein the systems management integrator application program interface  
3 provides support for declaring capabilities of a support instance at registration  
4 time via the forward channel, and  
5 provides support for a request of the capabilities of the support instance via the  
6 back-channel after registration time.

1 17. The systems management integrator application program interface of  
2 claim 11 wherein the systems management integrator application program interface  
3 provides an interface between a systems management platform and a remote services  
4 infrastructure.

1 18. The systems management integrator application program interface of  
2 claim 17 wherein the systems management integrator application program interface is  
3 coupled to a remote services proxy of the remote services infrastructure.

1 19. A method for interfacing between a systems management system and a  
2 remote services system comprising:  
3 providing a systems management application program interface;

